

# How to Register for the Citizen Self Service Portal

1. From the home page, click the arrow next to Guest and choose Register.

**Athens-Clarke County**  
UNIFIED GOVERNMENT


Good Morning, **Guest** ▾  
Log In  
Register

Home Apply ▾ Map Search 🔍 Help ?

Due to increased concerns with customer interactions, The Building Inspection Department and The Planning Department will NOT be open to the general public for customer walk-in traffic through Friday, April 3rd. During this time, Staff will be available during business hours to assist customers by email and phone.


To complete online applications, you must download and fill out PDF applications. Building Inspection Department applications can be found [here](#). Planning Department applications can be found [here](#).

## Welcome to Athens-Clark County Self Service Portal




### Find Your Building Application

You must have the appropriate PDF application filled out to complete the process. Click here for Building Inspection Applications.




### Find Your Planning Application

You must have the appropriate PDF application filled out to complete the process. Click here for Planning Applications.




### Apply

This tool can be used to apply for a Building Inspection Department permit or a Planning Department permit.




### Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.



### Search Public Records

This tool can be used to search for existing permits, plans, and inspections.



### Map

Explore the map to see the activity occurring in your neighborhood.

2. Enter your email address. Click Next.

### Registration

Step 1 of 4: Email Address

Email   ← 2

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process. ← 3

3. You'll receive a message telling you to check your email.
4. Open the email that was sent and click "Confirm"

**From:** enerGov <[enerGovSolutions@accgov.com](mailto:enerGovSolutions@accgov.com)>  
**Sent:** Tuesday, March 31, 2020 11:46 AM  
**To:** Planning Internet Email <[planning@accgov.com](mailto:planning@accgov.com)>  
**Subject:** Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.


[Confirm](#) ← 4

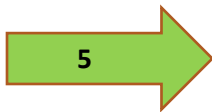
5. This will re-open CSS Registration. Create user name and password. Password must be at least 8 characters long with at least one upper case letter and one number. Confirm password.
6. Click the box next to "I am not a robot" and click "Next"

### Registration

Step 2 of 4: Login information

\*REQUIRED

I'm not a robot  reCAPTCHA  
[Privacy - Terms](#)



\* Username

Planning

\* Password

.....

Strong

\* Confirm Password

.....

Email [planning@accgov.com](mailto:planning@accgov.com)

Next



7. Personal Information page: Fill out required fields: First Name, Last Name, Contact Preference and Email (automatically fills with email used to register)

## Registration

Step 3 of 4: Personal Info

**\*REQUIRED**

**\* First Name**

**Middle Name**

**\* Last Name**

**Company**

**\* Contact Preference**  ▾  
Contact preference is required.

**\* Email Address**

### Additional Contact Information

Next

8. Additional Contact Information. Click to add Business Phone, Home Phone, Mobile Phone, Fax and Other Phone. Some of these may not be required, but it's important to add as much additional information as you can to help us contact you. Click Next.

Hide

**Business Phone**

**Home Phone**

**Mobile Phone**

**Fax**

**Other Phone**

Next

9. Fill in address fields. Each part of the street address goes into individual fields. Street Number and Address Type are required. Click Submit to complete registration.

Registration

Step 4 of 4: Address

\*REQUIRED

Country Type	<input type="text" value="US"/>
* Street Number	<input type="text" value="120"/>
Pre Direction	<input type="text" value="W"/>
Street Name	<input type="text" value="Dougherty"/>
Street Type	<input type="text" value="ST"/>
Post Direction	<input type="text"/>
Unit or Suite	<input type="text"/>
City	<input type="text" value="Athens"/>
State	<input type="text" value="GA"/>
Postal Code	<input type="text" value="30601"/>
* Address Type	<input type="text" value="Business"/>

[Back](#) [Submit](#)

